7 Proven Strategies to Reduce No-Shows

We will begin shortly…

**Presenters**

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About SpectraSoft

20 years in Medical Scheduling

Over 5,000 Hospitals and Clinics

Extensive Research Into No-Show
Definitions...

**No-Show** – The patient misses a visit with little or no warning.

**Cancel** – The patient contacts you at least 24 hours before the scheduled appointment.
Poll Question #1:

How accurately do you track your no-show rate?
Strategy #1

Know the Warning Signs of a No-Show
What causes a no-show?

- Forgetfulness
- Low priority
- Fear/Pain
- Finances
- Frustration
- Lack of Transportation/Caregiver
- Bad Experience (wait times, clinician)
- Embarrassment
Track the reasons for no-shows

<table>
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<tr>
<th>Date</th>
<th>ID Number</th>
<th>Description</th>
<th>Reason for No-Show</th>
<th>Resource</th>
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Strategy #2

Before You Can Heal the Body, You Must Train the Brain
Correcting Patient Misperceptions

Overcome Fear
In a survey of no-show patients, roughly two-thirds say negative emotions about going to the clinic outweigh the benefit of keeping the appointment.

No Pain ≠ No Problem
No-show patients focus on short-term symptoms: "When my feet were swollen it was on my mind, but as soon as the swelling went down, I forgot about it."

We’re Running a Business Here
Nearly half of respondents did not know what happens in a clinic if there is a failed appointment. Many believed that canceled appointments occur regularly and allow the practitioners to catch up or take a break.

Survey source: The Annals of Family Medicine
Have a Conversation...

Appointments are not optional.

You need to complete your care if you want to get better.

This is a business, so please understand we have to charge a no-show fee when you miss an appointment.
Consistent, Intentional Patient Messaging

IN THE OFFICE

Front Desk

Clinician

Billing

AT HOME

Take-Home Materials

Newsletter/Website

Reminder Messages
Strategy #3

Turn Your Front Desk into the No-Show Reduction Dept.
On Arrival…

- Mark each patient as arrived/seen
- Ask how the patient is doing
- If a patient cancels or no-shows, call, get the reason, reschedule
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1. Use a full-page sheet, not a card

2. Put ALL the appointments on that sheet

3. Include all instructions on the sheet

4. Automated to avoid mistakes
On Departure…

Go over the reminder list point by point

Review key sections (including the no-show policy)

Cheerleader: We want you to get better!
Strategy #4

Adapt Your Scheduling Policies to Patient Needs
Scheduling Policies

• Detailed patient intake
• Get new patients in quickly
• Create positive first impression
• Work w/ referring physician
Schedule key events

- Paperwork
- "No-Show" Conversation
- You reduce wait times
- You can track completion
- You generate accurate reminders
Strategy #5

Enhance Patient Compliance with the Care Plan
Set aside time during visits to emphasize compliance.
Look for unique ways enhance compliance

Use email to remind patients about their home regimen.

Reward compliance with a "Patient of the Week" Award.

Recommend motivational articles, books

Always focus on the goal – getting better
Exercise Videos
Strategy #6:
Keep the Appointment in Front of the Patient
Poll Question #2:
How do you remind patients about their appointments?
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Text Messaging

Rehab Appointment
St Joseph Clinic
Monday, June 3
9:00 AM
Reach us at
1-800-889-0450
Phone/Email Reminders
If you don’t automate it…
What to Say…

Day/Date/Time

Directions/Hours

Reminders should come from the provider when possible

Don’t make it too easy to cancel

Repeat key reasons for attending the appointment
Strategy #7:

Know the Score
Track these statistics in your scheduling system

- No-show and cancellation rate (tracked separately)
- Reasons for cancellations & no-shows
- Average patient wait times
- Cancellation & no-show rate by practitioner
Conclusions

1. Understand why your patients are not showing up
2. Cut no-shows with consistent, intentional messaging
3. Turn your front desk into the No-Show Reduction Dept.
4. Adapt your scheduling policies to patient needs
5. Enhance patient compliance
6. Keep the appointment in front of the patient
7. Know the score
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Q & A

1. Please fill out the survey as you log out.

2. You will receive an email tomorrow with a summary of today’s presentation.

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